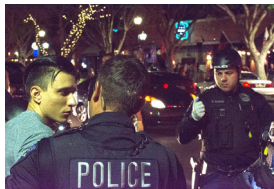


Leveraging Body-Worn Camera Footage to Examine Officer—Community Member Encounters

Many departments use body-worn camera (BWC) footage for administrative purposes, such as investigating community member complaints and officer use of force. BWC footage can also capture and measure important aspects of officers' interactions with community members. Here are just a few examples of the types of questions an agency can answer with BWC footage in this regard.

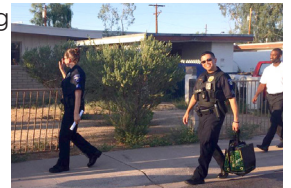
ARE OFFICERS USING PROCEDURAL JUSTICE?

- Are officers being respectful?
- Are officers remaining neutral?
- Are officers explaining their actions?
- Are officers allowing community members to explain themselves?



HOW ARE COMMUNITY MEMBERS BEHAVING TOWARD OFFICERS?

- Are community members being respectful of officers?
- Are community members following officers' commands?
- Do community members appear to be satisfied with how the situation was resolved (e.g., they had no additional questions; when asked whether the officer could help with anything else, they declined)?



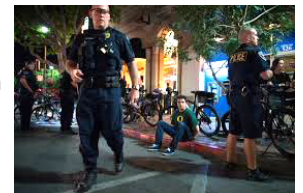
ARE OFFICERS USING DE-ESCALATION TECHNIQUES?

- Are officers listening to community members?
- Are officers speaking in a calm manner?
- Are officers answering community members' questions?
- Are officers displaying patience?
- Are officers controlling their own emotions?
- Are officers displaying empathy?
- Are officers using friendly language?
- Are officers trying to form a bond with the community member?
- Are officers maintaining sufficient personal space?
- Are officers using time to their advantage?



ARE OFFICERS UNNECESSARILY ESCALATING ENCOUNTERS?

- Are officers unnecessarily using aggressive or imposing body language (e.g., hand on gun)?
- Are officers ignoring what the community member says?
- Are officers losing their patience or temper?
- Are officers pressing the situation unnecessarily?



For more information on how to optimize the use of BWC footage, contact bwctta@cna.org

See how the Tempe (AZ) Police Department and Arizona State University used BWC footage to assess police—community member encounters and to evaluate de-escalation training: <https://www.smart-policing.com/sites/default/files/inline-files/Tempe%20SPI%20Final%20Report%2012-21.pdf>